

# KIM Software Solutions Ltd – Service Description

## Evidence and Records Management

The record management series of systems includes:

ePMS – a evidence and exhibit Police Property Management System

eArchive – a records management system for managing the archives

Digital search book

The applications may be licensed individually or combined as required.

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## About KIM

KIM Software Solutions, established in 1999, is a developer of a suite of applications used primarily in Public Sector. In addition to the supply of COTS products, KIM has extensive experience in bespoke fitting of solutions by tailoring products to meet individual client needs.

The KIM client base includes UK and International Police, Home Office (Border Force) NCA, Regulatory Bodies (HMRC, FCA) Local Authorities, NHS and Higher Education.

KIM offers a full range of Project deliverables including Project Management, Test Platforms, Data Migration from legacy systems, Training and Post Live Hypercare services.

## Service Description

The Records Management collection of products are designed to work independently or as connected systems where items need to flow between repositories through their life cycle. When items move from store into archive, the corresponding data record moves from system to system without the need for double entry data keying. The series comprises of ePMS, eArchive and

### Evidential Property Management System (ePMS)

ePMS manages the Property store for Police retained property items and provides a full continuity audit for all items from the scene to disposal or retention under legislative guidelines e.g. MOPI. Configurable options provide for a series of features, ultimately based on secure management and disposal at the earliest appropriate opportunity to reduce items held for longer that is necessary. Specialist options provide for:

- At the scene capture using smart devices using POLE principals
- Management escalation for Policy endorsement
- Provision for specialist items management e.g. Compliance with Human Tissue Act, Coroner exhibits
- Drug seizure management with automated Home Office reporting
- MOPI retention codes
- Officer dashboards for messaging
- Automated reviews, user alerts and best practice prompts
- Found property module for front counter
- Mobile device management with stores including bar coding and electronic signatures for reduction in paper records
- Audit and PSD reporting
- KPI for performance management
- Application Programming Interfaces (API) into legacy systems

### Digital Search Book Application

- Designed to capture all data from premises and vehicle searches, including Persons present, Address and Vehicle details, Items seized, Staff Present, Powers used and many other data points, eliminating the need for search books, document templates, spreadsheets and other capture tools.
- Eliminates double keying with secure data communication into the main ePMS application through dedicated API communication.

- Provides an offline and secure working environment for point of seizure activities.
- Can use on-board camera, barcode scanning and signature capture tools to record data, backing up to a secure SD card for continuity purposes.
- Provides a full library of documents and forms that can be completed, printed and issued as part of search and seizure processes. Auto-population from entered data is standard so data is captured once.
- Typically deployed to tablet devices with peripherals such as mobile printers to allow documentation to be left at scene.

The service addresses the challenges faced when managing property through what is commonly available as a recording system where volumes of items build up and rely on the 'good faith' of officers rather than a proactive management system that ensures actions are taken promptly and items are only taken in when there is no other choice available and disposed of as quickly as possible

### **Records Archive Management (eArchive)**

eArchive manages all material that needs to be held within the records archives. The application provides for record management at individual item or combined files where:

- Files may contain physical records made of boxes, exhibits and general physical or digital material designed to managed as a single entity
- Items are managed individually e.g. multiple files are held within a container that allows for a file to be withdrawn and managed as a separate item

The system provides for record ownership to be held within a department and as file owners, the department will collate records, ask for collection to the archive repository, process requests for the return of material, authorise retention and disposal. The archivist will be responsible for managing records in the repository and process file owner instructions. The system provides for automated workflow, user communications and file owner alerts together with a full continuity audit for all items to disposal or retention under legislative guidelines e.g. MOPI.. Specialist options provide for:

- Records grouping by retention policy – different records cross reference and allow for material retention to be upscaled where related material holds different retention values
- Record markers for specialist management e.g. Do Not Disclose and security alerts to file owners when sensitive material is requested
- Provision for specialist items management e.g. Compliance with Human Tissue Act, Coroner exhibits
- MOPI retention codes
- Officer dashboards for messaging
- Automated reviews, user alerts and best practice prompts
- Mobile device management within stores including bar coding
- Audit and PSD reporting
- KPI for performance management
- Application Programming Interfaces (API) into legacy systems

### **Solution Overview**

All solutions are available as either connected or standalone systems and are deployed as a managed service either to public or private cloud i.e. to the clients Cloud platform or through the KIM provided cloud platform where Microsoft Azure is used

All systems are developed using industry standard code incorporating C #, dot net, MVC applications and Microsoft SQL Server databases

### **Features**

- Single Sign On (SSO) available

- Easy to use and intuitive application interface
- Multiple configuration options to allow for best fit with working practices
- In depth auditing
- Management reporting
- Automated workflows to reduce time spent by system users
- Device and platform agnostic
- Comprehensive management dashboards
- APIs for integration with other legacy systems
- Role based access based on least privilege usage

## Benefits

- Increased manhours available for proactive records management by utilising automated workflows
- Reduced physical IT infrastructure requirement – Browser delivered
- Integration with other systems to reduce double data management.
- Data migration consultancy for legacy system records to remove reliance on out of support platforms
- Ensures compliance with legislation and policy guidelines
- Improved data quality and making processes more efficient by removing redundancies

## Technical Specifications

The service provides single sign-on access for all of the organisation's systems from a single window by interfacing with client active directory authentication. Where single sign is not available, system users may be populated from an appropriate HR database with SQL authentication using encrypted passwords and multi factor authentication

Applications are developed using industry standard and up to date coding

Data is stored in Microsoft SQL Server and Azure cloud blob stores

The Microsoft Azure cloud is used which conforms to the UK Official Architecture blueprint

The service may be deployed to a clients private cloud

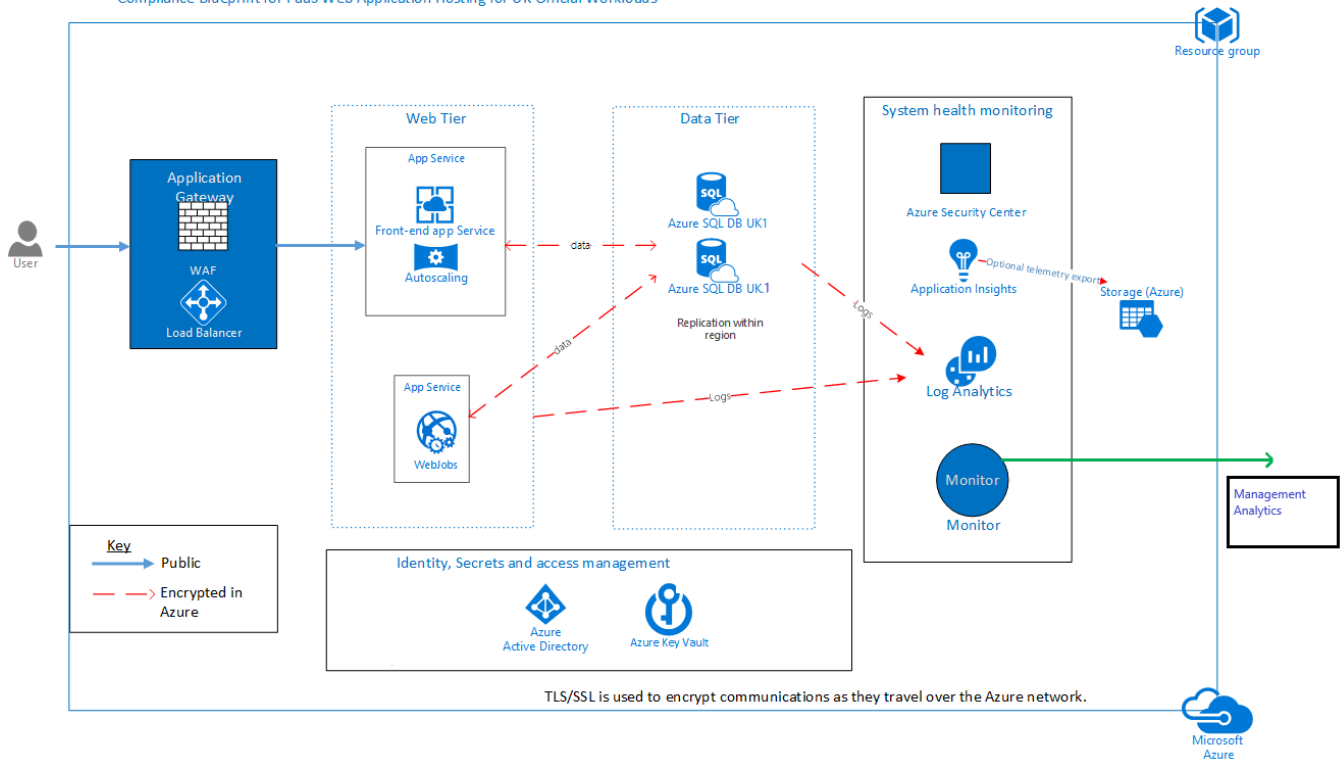
Security is provided through 256 bit Advanced Encryption Standard (AES) encryption with strong authentication and role-based authorisation.

The service may be single or multi-tenant based on requirements

The system is accessed using Edge and Chrome Browsers

## Deployment

The deployment will meet the UK Official blueprint



## Network Connections

Network connections are not offered as part of this services. The client will need to provide the required connectivity for data transfer using encryption based secured tokens that KIM will supply on a one time basis.

Where outbound web connections are used the client may utilise IP whitelists for which IP address ranges will need to be provided

## Application Programming Interfaces

APIs are developed using industry standard C# components and are designed to GET and POST for full data exchange between systems

Clients will be responsible for arranging to provide the corresponding system API as a licensed service and should have fully documented schema and endpoints. The cost of these responsibilities will be client side

## Information and Security Principles

The Information Principles for the UK Public Sector are supported in the solution which complies with National Cyber Crime Security principles.

The applications are routinely Penetration tested to CREST standards

Microsoft Azure holds full accreditation to meet UK and International security requirements and meets UK Government requirements

All data is held in UK datacentres and is GDPR compliant

KIM updates security offering using Risk Ledger <https://riskledger.com/> widely used within Public Sector

KIM are ISO 27001 and Cyber Essential Plus accredited

# Implementation

## On-boarding Process

The on-boarding process includes the following steps:

1. KIM will provide Initial consultancy to scope the project deliverable
2. Based on the above understanding, KIM will provide the project plan
3. Client to give formal approval to go-ahead and issue purchase orders
4. Implementation project will commence
5. On successful sign-off or when service is agreed to be ready for live, invoices will be settled

## Support Arrangements

### Support Level Agreements (SLA)

There will be an expectation that first line support for user queries and issues will be managed by the client who will raise a support ticket if the internal resource are unable to resolve. Tickets may be raised through email [support@kimsp.com](mailto:support@kimsp.com) where they will be managed in accordance with the SLA to cover

- Problem management – the service is not working as required
- Configuration management – elements of the system need to be reconfigured potentially following an upgrade

Software support for the licensed product and platform availability will be provided on the following basis:

Support will provided for KIM products during office hours 09.00 – 17.15 weekdays and excluding bank holidays

| Category                                                                              | Priority | Initial Response                           | Diagnosis and Resolution                                                                                                                       |
|---------------------------------------------------------------------------------------|----------|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Critical – unable to access or use the system                                         | Level 1  | Within 30 minutes of registering the issue | Diagnosis of the problem leading to resolution will be provided within 4 hours                                                                 |
| Medium<br>Users are unable to access some functionality but a workaround is available | Level 2  | Within 1 hour of registering the fault     | Diagnosis of the problem will be provided within 24 hours if possible and if essential a fix will be provided within 48 hours (see note below) |

|                   |            |                                                  |                                                                                                                 |
|-------------------|------------|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Low –<br>cosmetic | Level<br>3 | Within 4<br>hours of<br>registering<br>the fault | Diagnosis of the<br>problem within 1<br>working week and the<br>fix included in the next<br>release of software |
|                   |            |                                                  |                                                                                                                 |

KIM will provide quarterly performance data through account management meetings for the duration of the contract

## 2.4 Escalation Procedures

In the event that, at the expiration of any of the periods specified of, KIM shall have failed to remedy a Material Fault (Severity 2), the Material Fault shall, without prejudice to any other rights and remedies of the Client, be deemed to be a Critical Fault (Severity 1) and shall be remedied by KIM in accordance with the provisions of this Schedule.

In the event that, at the expiration of the period specified of this Schedule, the Supplier shall have failed to remedy a Cosmetic Fault (Severity 3) in accordance with the provisions of this Schedule, the Cosmetic Fault shall, without prejudice to any other rights and remedies of the Client, be deemed to be a Material Fault

If KIM fails to comply with any of the above Service Levels, the Client ,at its option will be entitled to:

- (a) promptly receive a credit of the pro rata portion of the subscription charges for the month of such non-compliance ;or
- (b) terminate the subscription services and receive a refund of the pro-rata portion of any prepaid unearned subscription charges.

## 2.5 Service availability

Microsoft Azure shall provide at least a 99.95% uptime service availability level (Uptime Service Level). . Availability does not include outages or disruptions to *force majeure* events

**2.6** KIM will utilise Azure monitoring and analytics tools and will monitor and report on all incidents that affect security of data or performance degradation that impacts on the user experience

## Maintenance and planned works

Planned works are any activities undertaken by KIM as part of routine maintenance and preventative actions to support the continued running of the service. All patches and upgrades will be released to a test environment for user acceptance prior to any works applied to the live environment. Emergency fixes to restore Live in the event of a denial of service will be agreed with the client under the SLA

KIM will ensure that we give at least 10 Working Days' notice of any planned works affecting Customers and will be agreed to be completed at a time that is least disruptive to the business

## Change requests

KIM will be happy to consider change requests and these will form part of a separate statement of works for which orders will be needed. Any charges for these will be agreed using the rate card and purchase orders will be required prior to works being undertaken

## Training

System training will be agreed and will carry charges in accordance with the rate card. Training services include;

Formal classroom based training

Webinars and remote sessions

Training videos and materials

Post live hyper care sessions – on site with users or delivered as Teams sessions

## Off Boarding

KIM will provide a data extract for all records through a CSV file or database backup file. We will require 6 months notice of the termination of the service. Volumes of data will determine whether multiple CSV files will be needed. The file[s] may be downloaded from the deployment storage using a secured FTP

Alternative data delivery methods will be available e.g. via API although this work will require additional consultancy and will require a formal change notice for which consultancy will be charged at the rate card prices.

## Account Management

A dedicated Account Manager and Service Delivery Manager will be appointed to discuss and manage issues, changes and enhancements to the service.

Regular (typically quarterly) account management meetings will be held either in person or using Teams (or similar technology)

## Contact KIM

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